

IN THE SPECIFICATION

Please amend the paragraph beginning at **line 1 of page 7** to read as follows:

--An important feature of the “virtual PBX” arrangement which is particularly advantageous when incorporating the mobility aspect of the present invention is that the remote worker’s actual location is not necessary for others to know in order to reach him at his usual office phone number. That is, a caller places a call to the remote worker in the usual fashion, dialing the office phone number associated with the remote worker (for internal calls, abbreviated dialing in terms of a 4 or 5-digit number may be dialed; for external calls, the conventional full number is dialed). PBX 14, upon recognition of the dialed number, will “hand off” the incoming call to remote platform 34 via (for example) a computer/telephony integration (CTI) link 56 to switch controller 42 (network PBX 14<sub>p</sub> utilizing a similar CTI link 56<sub>p</sub>). The call is then passed to service controller 44 which performs a look-up in database 46 to determine the “reach” number for the remote worker. As will be discussed in detail below, the “reach” number becomes, by default, the worker’s mobile number once a “remote session” is completed. Once the reach number is obtained, service controller 44 sends an “incoming call” message to the remote worker’s “soft phone” via data network 20. If the remote worker is on another call, they have the option to place the first call on hold (such as by “clicking” the “hold” button 62 on soft phone display 60 of FIG. 2) and take the second call. In reality, when the “hold” button is activated on display 60, a “hold call” message is sent, via data network 20, back to PBX 14 which will, in fact, place the first call on “hold” within PBX 14. If there is no answer or a “busy signal” is encountered at the remote location, remote platform 34 will instruct PBX 14 to forward to the call to, for example, a voice messaging system (not shown, but may be included within service controller 44). Upon being notified that a voice message has been recorded, service controller 44 will send an indication to endpoint terminal 38 that a new voice message has been received, resulting in “lighting” a voice mail indicator 64 on soft phone display 60. Obviously, in situations where the endpoint terminal 38 does not include a display device, an alternative type of indication (such as a different ring pattern) may be used as the indicator.--

Please amend the paragraph beginning at **line 23 of page 10** to read as follows:

--In accordance with the present invention, when the remote worker's mobile access to remote office platform 34 is via a cell phone or any other suitable wireless device, various speech commands and/or DTMF tones can be utilized to provide call control for the various "virtual PBX station" attributes of the present invention. Referring to FIG. 5, a mobile remote worker communication device 200 is illustrated as in communication with remote office platform 34. Included within database 46 is a command database partition 210 that communicates with worker's device 200 via mobility process 72. Also coupled to mobility process 72 is a voice recognition unit (VRU) 220. In accordance with the present invention, the capability of providing "command controls" at communication device 200 requires VRU ~~210~~ 220 to be conferenced in on the call between device 200 and PBX 14 (via remote office platform 34). Therefore, if a remote worker decides to invoke a particular PBX-like "command control" function, for example, "*transferring*" the current call to another extension, command partition 210 within database 46 will interact with VRU 220 to implement this function. In particular, if the worker utters the command "*transfer call to extension 1234*", the utterance will be received at VRU 220 via the "conferenced" connection, where VRU 220 uses well-known speech recognition techniques to determine the particular command. The recognized language is then sent to command partition 210 within database 46 for performing the data look-up and forwarding to ~~service~~ switch controller 42. In this embodiment, VRU 220 is ~~illustrating~~ illustrated as residing within remote office platform 34 and in communication with data network 20. It is to be understood that VRU 220 may also be resident at the office location with PBX 14, or in PSTN network 18 and in communication with network-based PBX 14<sub>p</sub>--